

Service Level Agreement between the Probation and After Care Service

(JPACS) and the Youth Action Team(YAT)

1. Introduction

This Service Level Agreement (SLA) is to operate alongside the internal and court approved standards of the Jersey Probation and After-Care Service (JPACS). The SLA specifies the expectations and obligations of each organisation.

2. Background

The Bull Report recommended the establishment of a Youth Action Team to provide a co-ordinated “one stop shop” for young people with SEBD and those at risk. Although not directly inspecting the work of the JPACS, the Bull Report recommended that JPACS staff would be seconded to YAT and that JPACS would have responsibility for developing and overseeing the standards for Social Enquiry Reports (SERs) and the supervision of offenders by YAT.

It was also recommended that JPACS would provide supervisory support to Probation secondees and would continue to review and introduce effective practice in youth Justice in negotiation of the YAT Manager (Final Report p12).

It was anticipated that the resourcing stream would need to be ratified and built into a service level agreement (Bull Report 17.3).

3. Resourcing

JPACS will second the staffing resource that is necessary for fulfilling its’ statutory and customary duties in providing assessment, supervision and court and Parish Hall Enquiry cover for youths. These staffing resources and responsibilities are as follows:

- 2 Probation Officers (based on a caseload of 30 clients each and the preparation of 60 Court reports each a year.) These officers will be expected to contribute to the civil work responsibilities of JPACS. Their function will be to supervise criminal cases and, subject to availability as determined between the Assistant Chief Probation Officer (ACPO) and the YAT Manager, to supervise other YAT colleagues in the supervision of non criminal cases.
- Assistant Probation Officer. This post is responsible for managing voluntary supervision, tutors and mentors. Parish Hall Enquiry attendance is part of the post-holder’s duties.
- Court Liaison Officer. This post will involve providing substance misuse advice for all youths on Probation Orders and as a referral resource for more serious substance misuse problems.
- Restorative Justice Officer. For youths for whom it is appropriate to meet their victims in order to make reparation. This officer will attend Parish Hall Enquiries.

- Portuguese Specialist Assistant. Where the YAT is dealing with an offender and the caseworker is aware of diversity issues that could be met by this officer, the ACPO should be contacted to discuss how this work can take place.
- Community Service. Will continue to be available for youths aged 15 and over.
- Administrative Support. That part of administrative support that was provided to JPACS youth work will remain to cover the work of JPACS secondees. This will involve the continued maintenance of the JPACS DAISy information management infrastructures and systems relating to Parish Hall, court and supervision records providing that they are supplied in a timely and acceptable fashion to the JPACS administration team.
- Research and Information Manager. The post-holder will make available DAISy reports to the YAT manager in relation to JPACS work with young offenders. The post-holder will liaise with the YAT Information consultant to oversee the development of DAISy in YAT. The Research and Information Manager, together with the ACPO, will also advise on evidence based practice as well as local and international research.

JPACS will ensure that all Court deadlines are met by its staff and that YAT is sufficiently resourced to meet all of the JPACS statutory duties. The YAT will recognise that at times of high workload in other areas of JPACS business, a seconded member of JPACS may be requested to undertake work other than YAT business. This will not compromise JPACS promise to undertake its statutory duties with regard to youth justice. Any such decision will be undertaken in consultation with the YAT Manager.

4. Sharing of Information

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The Youth Action Team is bound by the Data Protection Law 2005 and the States of Jersey Information Security policy.

The data protection principles require that such information is obtained and processed fairly and lawfully: is only disclosed in appropriate circumstances and for the purpose it was obtained, is accurate, relevant, and not held longer than necessary. There is a necessity for all information to be kept securely.

JPACS has a duty under the law to work within the criminal justice system. Its role includes the assessment and supervision of offenders. Records of both statutory and voluntary clients are maintained on the DAISy database. JPACS remains the data controller for records involving children within the criminal justice system. Access to these records will be given to other YAT colleagues for the following purposes:

1. To allow the Youth Action Team to contribute to appropriate supervision in cases

where they are **actively involved** in case management and have an ongoing supervisory role that is **recorded on the case record**. All records of contact in the case shall be entered on DAISy within 24 hours.

2. To enable YAT colleagues to be aware of the following basic (“front screen”) information in cases within the criminal justice system: client’s name, address, date of birth, date of parish hall/court appearance and risk information.
3. To maintain and update the DAISy record where a YAT officer has contact with a case.
4. To provide information where it is considered that a member of the public is in need of protection and that information needs to be disclosed in order to protect that person’s vital interests.

Except as provided in paragraphs 1, 2, 3, and 4 above, YAT officers should not have cause to access the files of young people being supervised by JPACS. If a YAT officer feels there is a need to do so permission needs to be sought from the supervising Probation Officer, a Probation Service Manager or the YAT Manager. This safeguard in terms of proportionate and necessary access seeks to ensure that the client’s right to respect for his private and family life is observed in accordance with the Human Rights Law.

Neither will information be shared with any person or organisation outside of YAT without the express consent of the data subject, JPACS or the YAT manager. The reasons for disclosing information to a third party will be recorded by the YAT officer in DAISY within 24 hours. Any disclosure that is made must be relevant and should be restricted to the minimum amount required for the purpose.

In addition the YAT record early intervention and non-criminal justice cases from other agencies and referrers. All non criminal recording will be recorded on DAISY.

5. Attendance at Parish Hall Enquiries

JPACS will continue to attend all Parish Hall Enquiries. Where a Child Care Officer or Support Worker attends other enquiries YAT will ensure that they attend following a period of training by JPACS that includes the history of the PHE, its contribution to Youth Justice, the role of the Centenier, options available and the principles of effective practice.

6. Attendance at Youth Court

JPACS staff will cover Youth Court each week alongside other YAT members.

7. Social Enquiry Reports

JPACS will continue to have statutory responsibility for preparing Social Enquiry Reports. All reports should be written in accordance with JPACS standards which have been approved by the Courts. All court reports should be gate-kept by a Probation Officer.

8. **Allocation of work**

- JPACS will allocate SERs and Probation Orders to Probation Officers. Where a child is 13 or under the case will be discussed with the YAT Manager before an allocation decision is made. All allocation will be completed by the end of the next working day following a Court, Parish Hall or Prison licence decision

9. **Supervising offenders**

- **Voluntary Supervision**

- All voluntary supervision clients from Parish Hall Enquiries shall be referred to the JPACS Assistant Probation Officer or a qualified social worker for assessment and supervision. This officer will be responsible for developing a work plan to address the child's needs, overseeing the case, ensuring that the work plan is carried out and that appropriate liaison occurs with the Honorary Police.

Where the Probation Officer or social worker wishes to utilise YAT resources to co-work the case, the aims and expectations of the work to be undertaken must be made clear. The nature, timing and purpose of the intervention must be discussed and agreed. Any feedback will be provided in brief written form to the Probation Officer by the end of the next working day.

Probation Orders and YOI licences

- A Probation Officer will be nominated as the supervising officer for all youths placed on Probation by the Court in accordance with the 1937 Probation Law. The Probation Officer will be responsible for the management of the Order, the development and co-ordination of a work plan and providing reports to the court. All supervision will be in accordance with JPACS standards and effective practice.

Where the Probation Officer wishes to utilise YAT resources to co-work the case, the aims and expectations of the work to be undertaken must be made clear. The nature, timing and purpose of the intervention must be discussed and agreed. Any feedback will be provided in brief written form to the Probation Officer by the end of the next working day.

10. **Supervision of JPACS staff**

- JPACS will continue to have responsibility for the supervision and appraisal of Probation staff. Supervision and appraisal will incorporate feedback from the YAT manager. Training needs for JPACS staff will be agreed between the ACPO and YAT manager.

11. **Introduction of new sentencing disposals and interventions with young people**

- In order to maximise the effectiveness of criminal justice work, JPACS and YAT

managers will discuss the introduction of proposed new sentencing options and interventions with offenders prior to implementation in order to ensure that work reflects best practice and can be adequately evaluated.

12. Premises

The JPACS and YAT will ensure that JPACS staff have appropriate office accommodation from which to undertake their work both at Lempriere Street and The Bridge.

13. Team meetings

The 2 Probation Officers and Assistant Probation Officer will be expected to attend YAT team meetings unless by prior agreement with the YAT Manager. They will also attend JPACS Away Days and other JPACS practice meetings where their work or career is directly involved. These practice meetings will be held at a maximum of once a month for 2 hours duration.

14. Annual leave and TOIL

The YAT Manager will arrange leave and TOIL with the 2 Probation Officers. These arrangements should be communicated to the ACPO and Probation Service office manager.

15. Liaison Meetings

It is recognised that the ACPO and YAT Manager will have to communicate at regular intervals on the day to day operation of this agreement. Monthly meetings will be arranged throughout the year.

16. Formal Reviews

In support of this Agreement the Co-ordinator of SEBD, ACPO and the YAT manager will undertake a formal review of performance against the Service Level Agreement after 3 months. This review will monitor the efficient and effective use of resources and whether the KPIs of the JPACS and YAT are being achieved.

Signatories

**Brian A Heath
Chief Probation Officer**

PA Dennett
Co-ordinator of SEBD

Grant Blackwell
Manager of Youth Action Team

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6 October 2006